

**ANNEX 4**

# User Capacity Survey<sup>1</sup>

## Introduction and Purpose

This tool will help you assess usage patterns and potential accessibility barriers for potential e-transfer users (participants and vendors). It should be customized for local contexts.

## Instructions

Complete the survey with targeted number of potential participants. Ensure a mix of youth, elderly, male and female respondents.

E-TRANSFER INFRASTRUCTURE SURVEY

### SURVEYOR DETAILS

<b>Name</b>	
<b>Date of survey</b>	
<b>Time of survey</b>	
<b>Area or region where survey is used</b>	

### RESPONDENT DETAILS

<b>Sex of respondent</b>	
<b>Age of respondent</b>	
<b>Community (if different from where they are being surveyed)</b>	

*Survey questions begin on the following page.*

<sup>1</sup> This tool is based on the "Sample Mobile Usage and Awareness Questionnaire" included in "E-transfers in Emergencies: Implementation Support Guidelines," (Koko Sossouvi, Oxford: CaLP), <http://www.cashlearning.org/2012-2014/cost-effectiveness-of-cash-transfers-and-specific-delivery-mechanisms#e-transfer>

1. Do you (or your family) own a mobile phone?
  - Yes, my own personal phone with personal SIM, SKIP to Q7
  - Yes, I share a phone with at least 1 other person, CONTINUE to Q2
  - No CONTINUE to Q2
  
2. Why do you not own a personal mobile phone?
  - Don't know how to operate
  - Not having enough money to buy a mobile phone/ It is expensive
  - It is time consuming
  - Don't have network coverage
  - Any other--please specify
  
3. Do you own your own SIM card?
  - Yes, my own personal SIM
  - Yes, one that I share with at least one other person
  - No
  
4. If your family shares the phone, who normally has possession/control over the phone?  
(Defined as having in his/her possession 75% of the time or more)
  - \_\_\_\_\_ age of family member who controls the phone
  - \_\_\_\_\_ sex of family member who controls the phone
  - \_\_\_\_\_ relationship of family member to respondent (can be self)
  
5. Do you have access to that phone?
  - Yes, whenever I need or ask to use it
  - Sometimes, but not all the time
  - On rare occasions

6. Does your family use multiple SIM cards for the family phone?
- Yes
- No
7. Do you know how to receive SMS/texts?
- Yes
- No
8. Do you know how to send SMS/texts?
- Yes
- No
9. Are you able to make and receive calls on mobile phone?
- Yes
- No
10. Do you have access to internet on mobile phone?
- Yes
- No
11. Who is your network provider?
- (Insert option 1) \_\_\_\_\_
- (Insert option 2; add additional options if available) \_\_\_\_\_
- Any other--please specify \_\_\_\_\_
12. Do you have coverage from this provider at your home?
- Yes
- No
13. If you do not have coverage at home, how far do you have to travel to get access?
- \_\_\_\_\_ (distance in kms)
14. How far do you have to travel to reach the closest local market with basic food items?
- \_\_\_\_\_ (distance in kms)

15. In the past 12 months, have you used a mobile device to...?

Pay bills

Send money

Receive money

If yes to Q15, ask: How far are you located from a service point (the place where you do the cash deposit and cash withdrawal transactions)?

<1 km

1-5km

>5km

If yes to Q15, ask: which provider(s) or service(s) did you use? \_\_\_\_\_